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**Subject: Medical and Social Service Referrals**

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Effective Date: October 1, 2004

Revised from:

**Policy:** Local Agencies shall provide to adult clients and caregivers information about medical and social service programs within their community. Written information about Medicaid must be provided at least once, preferably at the time of certification. If such individuals are not currently participating in Medicaid or other programs but appear to be financially eligible, Local Agencies shall refer these individuals to all appropriate programs, including the referral of infants and children to Kan Be Healthy [*early and periodic screening, diagnostic, and treatment (EPSDT)*] services and the referral of pregnant women to determine presumptive eligibility in the Medicaid Program.

Referrals to services and programs, should be made as appropriate. Referrals may be verbal or written.

**Reference: CFR §246.7**

**Procedure:**

1. The LA is responsible for providing information about referral sources to each client/caregiver. Written information about Medicaid must be given on at least one occasion, preferably at the time of certification. This information may be incorporated into a local agency resource list or the LA can order and use the SRS/SSA Bookmark and the Kan Be Healthy bookmark from the SA to provide written information to clients.
2. At the initial certification visit, the client/caregiver should be asked questions concerning participation in available services (Food Stamps (FS), Temporary Assistance for Families (TF), Child Support Enforcement (CSE), Immunizations, Headstart, Family Planning, Maternal & Infant (M&I) Program, etc.). Information obtained should be recorded on the Referral tab in KWIC.
3. The KWIC Referral tab allows documenting the status of clients as follows:
  - a. "Has" – Client is enrolled.
  - b. "Referred" – Use when you refer, either verbally or in writing. Document "referred" even if the client says she or he is not interested.
  - c. "Applied" – Client is in the application process.
  - d. "Not Applicable" – Use when it is inappropriate for you to make a referral. For example, Child Support Enforcement is usually not applicable to a woman married or with the father of her children.
4. At each certification, documenting the referral status of four programs is required: Food Stamps, Medicaid, Child Support Enforcement, and Temporary Assistance to Families.
5. At certification, clients should be referred to any services for which they may be eligible. When referring clients to programs not administered by your agency, remember **not** to tell

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the client they will qualify for the service. Instead, tell the participant they **may** qualify for the service and refer them to the agency for actual determination of eligibility for the program.

6. At each subsequent visit, this information should be reviewed and updated. Refer client to the programs as appropriate.
7. Document referrals on the Referral tab in KWIC.
8. The following items are available in KWIC to print for referral purposes:
  - a. On the client menu dropdown, Certification history, also a growth chart can be printed from the measures tab.
  - b. On the report menu dropdown, Client Referral Form.
  - c. On the client menu drop down, Measurement history.

The list of the following web sites provide detailed information on eligibility standards for programs and contact information.

**Kansas Department of Social and Rehabilitation Services** at <http://www.srskansas.org>

- Temporary Assistance for Families
- General Assistance Basic Eligibility Requirements
- Medical Assistance (Medicaid)
  - Medicaid Eligibility Fact Sheet for Infants Under Age 1 and Children Ages 1 and Above
  - Medicaid Eligibility Fact Sheet for Pregnant Women
- Food Stamp Program
- Child Support Enforcement Program
- KAN Be Healthy
- Temporary Emergency Food Assistance Program
- SRS Offices
- Early Head Start and Head Start

**Kansas Department of Health & Environment** at <http://www.kdhe.state.ks.us/>

- Kansas Immunization Program
- Services for Children with Special Health Care Needs
- Kansas Infant-Toddler Services Program including local network contact information
- Teen Pregnancy Prevention Projects
- Women's Health Care and Family Planning Services
- Childhood Lead Poisoning Prevention Program
- School Health
- Healthy Start Home Visitor Program
- Maternal & Infant Health/Perinatal Services (M&I)
- Child and Adolescent Health Services

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Kansas Farmworker Health Program

**Kansas State Department of Education** at <http://www.ksde.org>

Parents as Teachers

Coordinated School Health Program

and at <http://www.kn-eat.org/HomePage/kneathome.htm>

School Nutrition Programs

Child and Adult Care Food Program

Summer Food Service Program

**Kansas State Research and Extension** at <http://www.oznet.ksu.edu/>

Family Nutrition program (FNP)

Expanded Food and Nutrition Education Program (EFNEP)

Local Extension Offices

**Social Security Administration, Kansas City Region** at <http://www.ssa.gov/kc/>

The Supplemental Security Income (SSI) Program